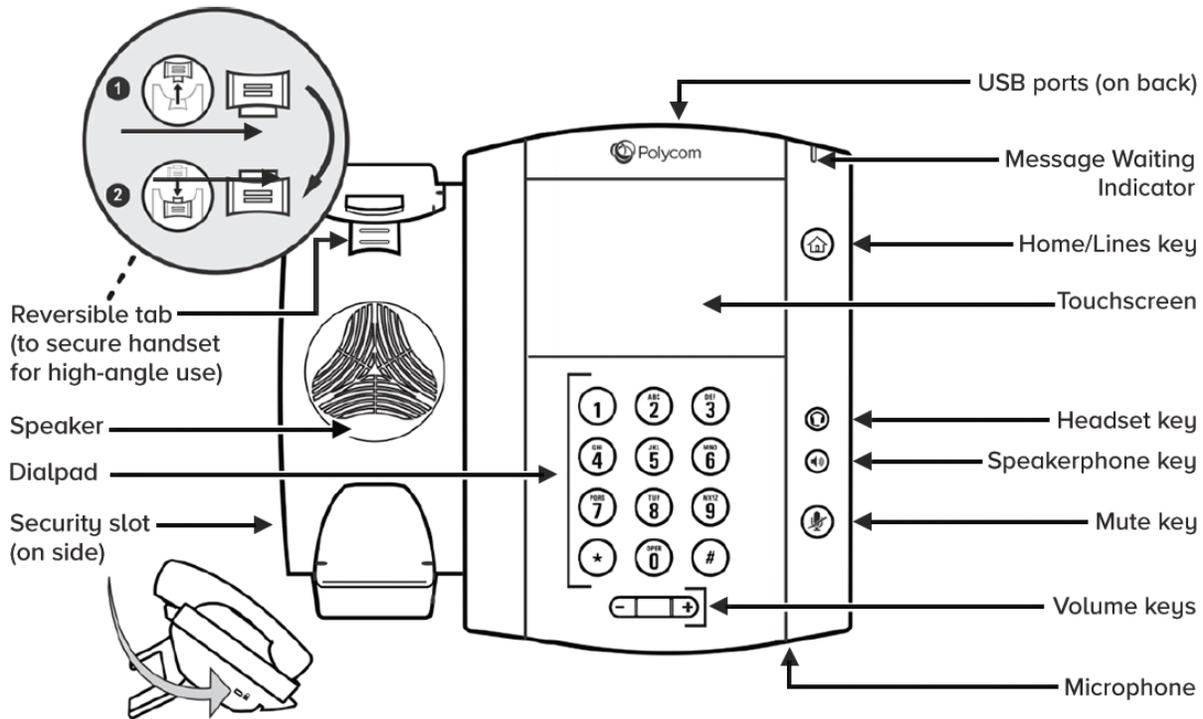


# Polycom VVX 500/600

Access **Business Hosted PBX**



## About the Touchscreen

**Tap** to select and highlight screen items. To scroll, **Touch** the screen, and **Swipe** your finger **up, down, right, or left**. To go back to a previous screen, **tap Back**.

## Phone Views

Your phone has four main Views:

Home, Calls, Active Call, and Lines View (the default). You can access Home and Lines View at any time. If your phone has one or more calls, you can also access Calls or Active Call View.

## To change Views:

- For Home View, press .
- From Home View, press  to alternate between Home and Lines view, or, if you have one or more calls, between Home and either Calls or Active Call View.
- To switch between Lines and Calls or Active Call View, **swipe the screen**.

## Home View

Home View displays icons you can **Tap** to access phone functions. **Touch and hold** the Page Indicator (shown *Right*) to display more or fewer icons. You can also **Swipe** the screen to display more icons.



From Home View, **Tap** the phone Line (shown *above*) to display your Phone Lines and Favorite Contacts you can dial by **Tapping** their name. To go back, **Tap Close**.



## Lines View

Lines View displays Phone Lines, Favorites, and Soft Keys.

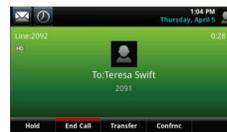


If your phone is idle, you can:

- Tap the Phone Line to access the Dialer.
- Swipe to switch between Lines View and the Browser (if enabled on your phone).

## Active Call View

If your phone only has one call, and it's active, you can access Active Call View.



## Calls View

If your phone has multiple calls, or one held call, you can access Calls View.



- Active and highlighted
- Incoming
- Held
- Held

## Call color indicates status:

- Dark green • Active call
- Dark blue • Incoming and held calls
- Bright green • Active call is highlighted
- Bright blue • Incoming or held call is highlighted

**Tap** a call to highlight it. The soft keys control the highlighted call.

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Voicemail: \_\_\_\_\_

Password: \_\_\_\_\_

PIN: \_\_\_\_\_

## Entering Data

Use the onscreen keyboard or the dialpad keys to enter information.

To backspace, tap .

To use the onscreen keyboard, tap .

To type with the dialpad keys, press a key repeatedly to view the character options and stop to select.

To type other characters, tap **Encoding** or **Mode**.

When using the dialpad keys, use the 1, \*, 0, and # keys.

## About Calls

Only one call can be active at one time.

You can use the handset, speakerphone, or headset for calls. During a call, you can change modes by picking up the handset, or by pressing  or .

If you navigate away from your call(s), tap  **Calls** to see Active Call or Calls View again.

## Placing Calls

Enter the phone number, and tap .

Pick up the handset, or press  or .

**From Lines View:** Tap the Phone Line, enter the phone number, and tap .

**From Home View:** Tap New Call, enter the phone number, and tap .

## Answering Calls

To answer with the speakerphone, press  or tap **Answer**. To answer with the handset, pick up the handset. To answer with a headset, press .

To answer a new call while on an active call, tap **Answer**. The current call will be held.

## Ending Calls

To end an active call, replace the handset, press , or press . Or, tap **End Call**. To end a held call, navigate to Calls View and highlight the held call. Tap **Resume**, and tap **End Call**.

## Holding Calls

From Lines, Calls, or Active Call View, tap **Hold**.

If you're in Calls View, remember to highlight the call first. To resume a held call, tap **Resume** from either Lines or Calls View.

## Transferring Calls

From Lines, Calls, or Active Call View, tap **Transfer**, and call the other party. When you hear the ringback sound, or after you talk with the other party, tap **Transfer**.

## Forwarding Calls

To set up call forwarding—whether it's enabling or disabling standard call forwarding, configuring rules-based forwarding, or setting up a schedule for forwarding—use either the Easy Call Manager or Incoming Call Manager service configured via **AccessPhone Web Portal**.

## Placing Conference Calls

Call the first party, and after the call connects, tap **Confnc**. Then, dial and connect with the second party and tap **Confnc** again.

### From Lines or Calls View, you can:

- Tap **Hold** to hold all participants.
- Tap **End Call** to remove yourself from the call, but keep the other participants connected.
- Tap **Manage** (if available) to manage each participant.
- Tap **Split** to end the conference and hold all participants.

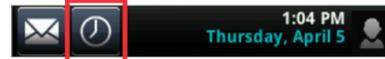
If you have an active and held call, tap **Join** to set up a conference.

## Viewing Recent Calls

To view your Recent Calls list, tap **Directories** from Home View, and tap **Recent Calls**.

From the Recent Calls list, tap  to sort and order calls, tap  to display only certain calls, or tap a call record to call the person.

Tap  (shown next) from Lines, Calls, or Active Call View.



## Listening to Voice Mail

Tap **Messages** from Home View, and tap **Message Center**. Tap **Connect** and follow the prompts.

Tap  (shown next) from Lines, Calls, or Active Call View.

## Muting the Microphone

During a call, press  so other parties can't hear you.

To disable Mute, press  again.

## Using Do Not Disturb

To enable or disable ringing, tap **DND** from Home or Lines View. When Do Not Disturb is enabled, the DND icon, , displays in the status bar.

## Adjusting Volume

To change call volume, press  during a call.

To change the ringer volume, press  when the phone is idle or ringing.

## Updating Ringtones

To change the incoming call ringtone, tap **Settings** from Home View, and tap **Basic > Ring Type**. Tap the ringtone you want.

To set a ringtone for a contact, navigate to your Contact Directory and tap the contact. Tap , update the contact's Ring Type, and tap **Save**.

## Contact Directory

To view your **AccessPhone Web Portal** contacts press the **Contacts** button from the lines view.

Press and drag to scroll through the list of contacts.

Tap on the name of the contact to see details, or tap on call to dial directly.

Press the **Exit soft** button to return to the previous view.

### To add a contact to your AccessPhone Web Portal:

- Select Options in the soft button list.
- Select Add new contact.
- Enter contact information.
- Select Next.
- Enter phone numbers.
- Select Save.

### To sort by first name or last name:

- Select Options in the soft button list.
- Select Sort by first name or Sort by last name.

### To filter/search for a contact:

- Select Options in the soft button list.
- Select Filter Contacts.
- Enter the name of the contact.
- Select Filter.

Voicemail:

\_\_\_\_\_

Password:

\_\_\_\_\_

PIN:

\_\_\_\_\_

Create contacts through the **AccessPhone Web Portal** by going to <http://phone.myaccess.ca/bg>. Log in with your phone number and password provided by your Account Manager.